



S/N 10/047446

PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Max Copperman et al. Examiner: Dov Popovici  
Serial No.: 10/047446 Group Art Unit: 2175  
Filed: January 14, 2002 Docket: 1546.015US1  
Title: EFFICIENT AND COST-EFFECTIVE CONTENT PROVIDER FOR  
CUSTOMER RELATIONSHIP MANAGEMENT (CRM) OR OTHER  
APPLICATIONS

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

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Commissioner for Patents  
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Alexandria, VA 22313-1450

In compliance with the duty imposed by 37 C.F.R. § 1.56, and in accordance with 37 C.F.R. §§ 1.97 *et. seq.*, the enclosed materials are brought to the attention of the Examiner for consideration in connection with the above-identified patent application. Applicants respectfully request that this Supplemental Information Disclosure Statement be entered and the documents listed on the attached Form 1449 be considered by the Examiner and made of record. Pursuant to the provisions of MPEP 609, Applicants request that a copy of the 1449 form, initialed as being considered by the Examiner, be returned to the Applicants with the next official communication.

Pursuant to 37 C.F.R. §1.97(b), it is believed that no fee or statement is required with the Supplemental Information Disclosure Statement. However, if an Office Action on the merits has been mailed, the Commissioner is hereby authorized to charge the required fees to Deposit Account No. 19-0743 in order to have this Supplemental Information Disclosure Statement considered.

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

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Dkt: 1546.015US1

The Examiner is invited to contact the Applicants' Representative at the below-listed telephone number if there are any questions regarding this communication.

Respectfully submitted,

MAX COPPERMAN ET AL.


By their Representatives,

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(612) 373-6951

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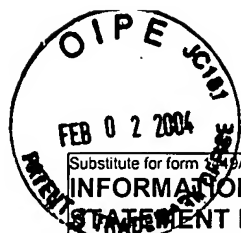
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Date January 29, 2004 By   
Suneel Arora  
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JASON D. SMITH  
Name

  
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**INFORMATION DISCLOSURE  
 STATEMENT BY APPLICANT**  
 (Use as many sheets as necessary)

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Application Number	10/047446
Filing Date	January 14, 2002
First Named Inventor	Max Copperman
Group Art Unit	2175
Examiner Name	Dov Popovici

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Sheet 1 of 4

Attorney Docket No: 1546.015US1

**US PATENT DOCUMENTS**

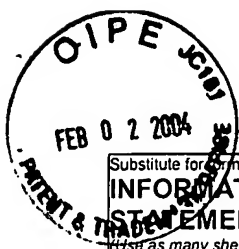
Examiner Initial *	USP Document Number	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	Filing Date If Appropriate
	US-4,918,621	04/17/1990	Nado, R., et al.	364	513	12/13/1988
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**INFORMATION DISCLOSURE STATEMENT BY APPLICANT**  
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Application Number	10/047446
Filing Date	January 14, 2002
First Named Inventor	Max Copperman
Group Art Unit	2175
Examiner Name	Dov Popovici

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Sheet 2 of 4 Attorney Docket No: 1546.015US1

	US-5,794,050	08/11/1998	Dahlgren, K., et al.	395	708	10/02/1997
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**FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Foreign Document No	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	T <sup>2</sup>
	WO-97/38378	10/16/1997	Kirk, Thomas	G06F	17/30	
	WO-99/18526	04/15/1999	Ferguson, D., et al.	G06F	17/30	17/24

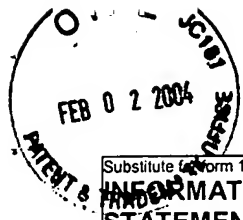
**OTHER DOCUMENTS -- NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
		"(Kanisa) Intelligized Business Processes", (1998), 12 pgs	
		"About the Information Manifold", web page, 1 pg.	

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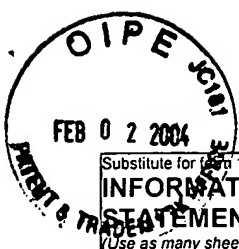
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	f	"FAQ - Connect Care by ProAmerica", (1998),3 pgs	/
	h	"IBM Version 2 - Intelligent Miner for Data", (1998),2 pgs	/
	j	"IBM Version 2.1 - Intelligent Miner for Data", (1998),2 pgs	/
	s	"IBM's Data Mining Technology", (1996),25 pgs	/
	i	"Industry Solutions: Markets and Applications", (11/19/1998),3 pgs	/
	v	"Kana Communications - Success Story: eBay", (Nov. 1998),4 pgs	/
	1 w	"Kana Communications - Success Story: Netscape", 4 pgs	/
	r	"ProAmerica Connect Care - The First Customer Care Software", 12 pgs	/
	t	"ProAmerica Redefines Customer Care with Visual Warehouse", <u>IBM</u> , (Feb. 1998),2 pgs	/
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	e	"Sales Connect", <u>Web Page</u> , (1998),	/
	n	"SCM - Theory of Customer Care, ProAmerica", (1996),28 pgs	/
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		"Web Connect", <u>webpage</u> , (Nov. 1998),2 pgs	/
	n	BUCKLEY, JAMES P., "A Hierarchical Clustering Strategy for Very Large Fuzzy Databases", <u>IEEE Int'l Conf. on Systems, Man and Cybernetics</u> , 4, (1995),3573-3578	/

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Substitute for Form 1449A/PTO <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> (Use as many sheets as necessary)	<i>Complete if Known</i>	
	<b>Application Number</b>	10/047446
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	<b>Group Art Unit</b>	2175
	<b>Examiner Name</b>	Dov Popovici
Sheet 4 of 4	Attorney Docket No: 1546.015US1	

OTHER DOCUMENTS -- NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	5	CHAKRABARTI, SOUMEN, et al., "Scalable Feature Selection, Classification and Signature Generation for Organizing Large Text Databases into Hierarchical Topic Taxonomies", <u>The VLDB Journal</u> , 7, (1998),163-178	✓
	6	LI, WEN-SYAN , "PowerBookmarks: A System for Personalizable Web Information Organization, Sharing, and Management", <u>Proc. ACM SIGMOD Int'l. Conf. on Management of Data</u> , 28, (1999),565-567	✓
	7	MAGENNIS, MARK , "The Potential and Actual Effectiveness of Interactive Query Expansion", <u>Annual Int'l. ACN-SIGIR Conf. on Research and Development in Information Retrieval</u> , (1997),324-332	✓
	8	STODDER, DAVID , "Toward Universal Business Intelligence: An Interview with Janet Perna", (1997),6 pgs	✓
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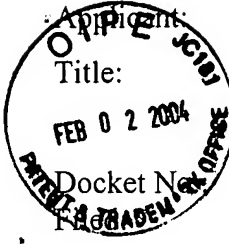
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2175  
#4  
SP  
2-6-04



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Group Art Unit: 2175

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We are transmitting herewith the following attached items (as indicated with an "X"):

- A return postcard.
- A Supplemental Information Disclosure Statement (2 pgs.), Form 1449 (4 pgs.), and copies of 61 cited documents.

If not provided for in a separate paper filed herewith, Please consider this a **PETITION FOR EXTENSION OF TIME** for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

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